



JOB DESCRIPTION

Job Title:	Director of Student Success
Department / Unit:	Student Journey Division
Job type	Permanent, Full time - Professional Services
Grade:	RHUL 10
Accountable to:	Executive Director, Student Journey Division with dotted line reporting to Pro-Vice Chancellor, Education and Student Experience
Accountable for:	The Director of Student Success will have responsibilities for relevant academic-related support teams including: <ul style="list-style-type: none"> • Academic Quality and Policy Office • Access and Success • Careers service

Purpose of the Post and Key Tasks

The core purpose of the post is to enable the successful delivery of Royal Holloway's new RH2030s strategy, and the postholder will need to demonstrate our core values in the way they approach their work – a daring and innovative approach to inclusive education, whilst being open to challenge and new ideas. The postholder will work closely with the PVC Education and Student Experience, Executive Director of Student Journey, Associate PVC for Inclusive Teaching and Learning, Associate PVC for Postgraduate Research and members of the University Education Committee to support students achieve success as they journey into, through and beyond Royal Holloway:

- Support the implementation of RH2030s strategy and the University's Education and Student Experience Strategic Action Plan, with particular focus on defining and delivering services that support inclusive teaching and learning (workstream 3) and associated Key Performance Indicators, Objectives and Key Results and other measures of success.
- Support academic colleagues to explore and develop effective and innovative pedagogic practice through curriculum and learning design, championing the use of new technologies (including artificial intelligence and extended reality) that evolve the delivery of the curriculum in line with changing student and employer needs, with particular focus on distance learning and associated delivery platforms such as University of London Worldwide.

- Support the evolution of the provision of high-quality personal tutoring and peer-mentoring so that students cultivate a strong sense of belonging at Royal Holloway and are supported throughout their education.
- Lead on developing services that enable students to develop academic skills that help them to succeed in their studies and to transition into graduate careers, part of a wider Employability Framework (below).
- Lead on delivering quality assurance for new and existing curriculum (financial and pedagogic) and to address regulatory and performance-based enhancement issues, as well as support the development of RH's education policies.
- Support the delivery of the Access and Participation Plan, monitoring progress against key measures of success, whilst leading on activities that widen access and participation at Royal Holloway for local communities in line with being a university of social purpose.
- Support academic colleagues to embed key employability skills within the curriculum as part of an Employability Framework, as well as lead on delivering a successful careers service that supports students to gain key skills and attributes via extracurricular opportunities, placement schemes and advisory services.
- Manage the relevant teams responsible for delivering the activities listed above, ensuring they are aligned with Royal Holloway service design principles and service standards, with accountability for team structures and devolved budgets.
- Contribute to the development and delivery of operational frameworks as part of the Student Journey Division business plan, setting and monitoring associated Divisional key performance indicators.
- Contribute to the wider evolution of professional services at Royal Holloway, collaborating across teams and operational boundaries to ensure we are delivering outstanding services, support and value to students and colleagues whilst role-modelling our values, particularly around EDI and sustainability.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted, as well as have operational oversight across a range of sites and platforms where education and associated services are delivered to our students.

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

Executive Director of Student Journey

Pro-Vice Chancellor (Education and Student Experience)
Executive Board
Associate Pro-Vice Chancellor (Inclusive Teaching and Learning)
Associate Pro-Vice Chancellor (International)
Associate Pro-Vice Chancellor (Postgraduate Research)
Associate Pro-Vice Chancellor (Research and Innovation)
School Vice-Deans of Education and Student Experience
School Vice-Deans of Equality, Diversity and Inclusion
Directors of Professional Services
President and Vice Presidents, Student Union

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department: Student Journey Division

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to a first degree	x		AF/I
Post graduate qualification in education/teaching design or delivery or equivalent experience?	x		AF/I
Senior/Principal Fellow Higher Education Academic		x	AF
PhD in Education Innovation related subject		x	AF
A broad understanding of the differing needs and modes of education across different disciplines that make up a comprehensive university.	x		AF/I
Understanding of engaging with students to address inclusivity within the curriculum supporting the embedding of responses that support the learning ambitions of a diverse student population	x		AF/I
Use of flexible learning provision through enabling technologies to improve student engagement and progression	x		AF/I
Development of opportunities presented by transnational education and the internationalisation of education to enhance the education experience.	x		AF/I
Knowledge of implementing effective quality assurance and enhancement processes and procedures	x		AF/I
Skills and Abilities			
Ability to perform at a high intellectual level with energy and strategic insight to support the delivery of major educational change.	x		AF/I
Development of innovative modes of delivery in curriculum design, teaching and assessment,	x		AF/I

which positively impact on student experience, retention and progression.			
Ability to provide effective leadership and management, and to translate institutional strategy and policy into practice	x		AF/I
Supporting the embedding of employability skills within education.	x		AF/I
Supporting the development of enterprise skills and entrepreneurship in the curriculum.	x		AF/I
Excellent communication skills allowing for successful delivery of challenging strategic objectives	x		AF/I
Excellent IT and analytical skills	x		AF/I
Excellent project management skills with a proven ability to successfully lead large-scale and cross-institutional projects	x		AF/I
Experience			
Leadership of design and implementation of major organisational change successfully.	x		AF/I
Demonstrable experience of successfully championing new modes of delivery in learning, teaching, assessment, and curriculum design and supporting academic colleagues in the development and implementation of these changes at a senior level.	x		AF/I
Co-creation of education design and delivery with students and or Student's Unions		x	AF/I
Successful experience of development and management of large teams during a process of local and/or institutional change to achieve strategic goals and objectives	x		AF/I
Excellent experience of developing and maintaining internal and external networks at a senior role to support delivery and raise profile	x		AF/I
A proven track record of supporting the development of policy and practice across multiple and often complex contexts, including multiple education modes and multiple geographical locations and sites	x		AF/I
Other requirements			
Demonstrable commitment to equality, diversity, and inclusion	x		AF/I